

TELECOM REGULATORY AUTHORITY OF INDIA

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For Immediate Release

TRAI Assesses Network Quality Across Katra and Udhampur Cities and Highway Route from Katra to Udhampur via Sen Brahmana & Nagrota, and Railway Route from Delhi to Katra.

The Telecom Regulatory Authority of India (TRAI) released its Independent Drive Test (IDT) findings for the J&K Licensed Service Area (LSA), covering extensive Highway, City & Railway routes during the month of Dec 2025. The drive tests, conducted under the supervision of the TRAI Regional Office, Delhi, were designed to capture real-world mobile network performance across diverse usage environments – Urban Zones, Institutional Hotspots, Public Transport Hubs, and High-Speed Corridors.

Between 08th December 2025 to 11th December 2025, TRAI teams conducted detailed tests across 209.0 km of City Drive Test, 06 Hotspot locations, 7.1 km of walk test, 43.7 kms of Highway Drive Test, Inter Operator Calling at 01 location and 654.0 kms of Railway Drive Test between New Delhi to Katra. Technologies evaluated included 2G, 3G, 4G, and 5G, reflecting the service experience of users across multiple handset capabilities. The findings of IDT have already been intimated to all the TSPs concerned.

Key Parameters Assessed:

a) **Voice Services:** Call Setup Success Rate (CSSR), Drop Call Rate (DCR), Call Setup Time, Call Silence Rate, Speech Quality (MOS), Coverage.

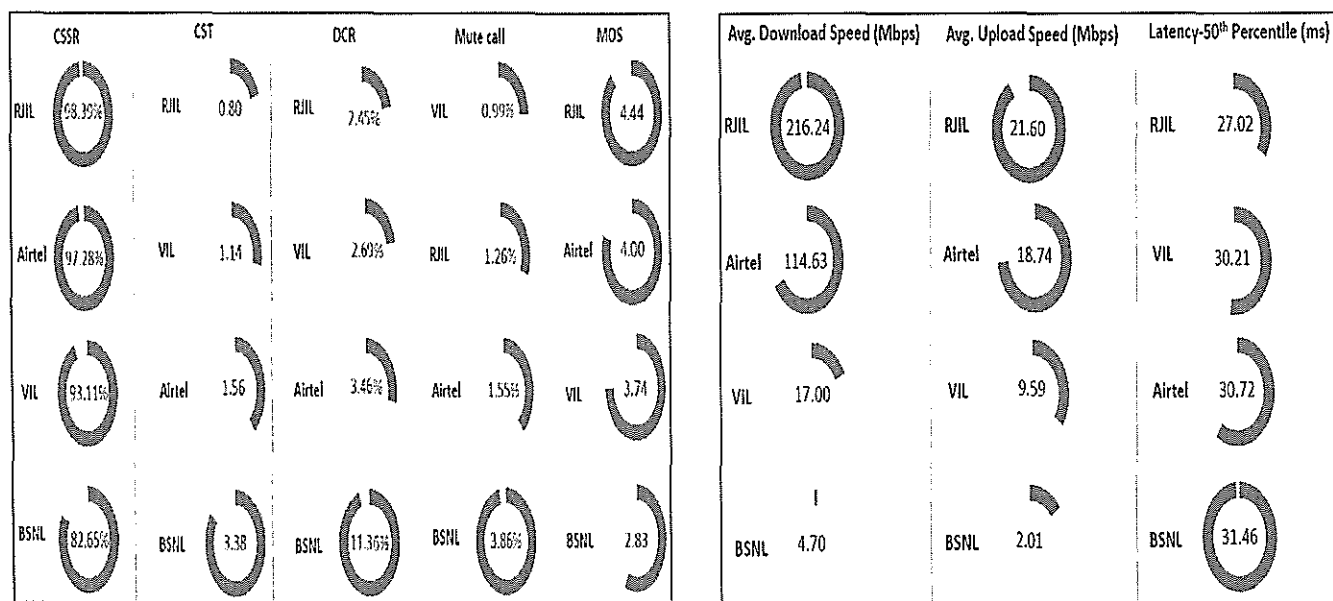
b) **Data Services:** Download/Upload Throughput, Latency, Jitter, Packet Drop Rate, and Video Streaming Delay.

Call Setup Success Rate: Airtel, BSNL, RJIL and VIL have 97.28%, 82.65%, 98.39% and 93.11% Call Setup Success Rate respectively in Auto-selection mode (5G/4G/3G/2G).

Drop Call Rate: Airtel, BSNL, RJIL and VIL have Drop Call Rate of 3.46%, 11.36%, 2.45% and 2.69% respectively in Auto-selection mode (5G/4G/3G/2G).

Performance against key QoS parameters

CSSR: Call Setup Success Rate (in %), **CST:** Call Setup Time (in seconds), **DCR:** Drop Call Rate (in %) & **MOS:** Mean Opinion Score.



Summary-Voice services

Call Setup Success Rate: Airtel, BSNL, RJIL and VIL have 97.28%, 82.65%, 98.39% and 93.11%, call setup success rate respectively in Auto-selection mode (5G/4G/3G/2G).

Call Setup Time: Airtel, BSNL, RJIL & VIL have call setup time of 1.56, 3.38, 0.80 and 1.14 seconds respectively in Auto-selection mode (5G/4G/3G/2G).

Drop Call Rate: Airtel, BSNL, RJIL and VIL have drop call rate 3.46%, 11.36%, 2.45% and 2.69% respectively in Auto-selection mode (5G/4G/3G/2G).

Call Silence/Mute Rate: Airtel, BSNL, RJIL and VIL have silence call rate 1.55%, 3.86%, 1.26% and 0.99% respectively in packet switched network (4G/5G).

Mean Opinion Score (MOS): Airtel, BSNL, RJIL and VIL have average MOS of 4.00, 2.83, 4.44 and 3.74 respectively.

Summary-Data services

Data Download performance (Overall): Average download speed of Airtel (5G/4G/2G) is 114.63 Mbps, BSNL (4G/3G/2G) is 4.70 Mbps, RJIL (5G/4G) is 216.24 Mbps and VIL (5G/4G/2G) is 17.00 Mbps.

Data Upload performance (Overall): Average upload speed of Airtel (5G/4G/2G) is 18.74 Mbps, BSNL (4G/3G/2G) is 2.01 Mbps, RJIL (5G/4G) is 21.60 Mbps and VIL (5G/4G/2G) is 9.59 Mbps.

Latency (Overall): Airtel, BSNL, RJIL and VIL 50th percentile latency is 30.72 ms, 31.46 ms, 27.02 ms, 30.21 ms respectively.

Data performance - Hotspots (in Mbps):

Airtel- 4G D/L: 28.82 4G U/L: 9.26
5G D/L: 116.92 5G U/L: 30.73

BSNL- 4G D/L: 8.58 4G U/L: 4.49

RJIL- 4G D/L: 35.17 4G U/L: 8.07
5G D/L: 197.79 5G U/L: 22.27

VIL- 4G D/L: 17.82 4G U/L: 13.35

Note- "D/L" Download speed, "U/L" Upload

The assessment in Katra and Udhampur cities included high-density neighbourhoods such as Katra Railway colony, Sumdrani, Kotla, Dheer, Arli Hansali, Chack Rakwalan, Himbra, Garhi, Ladan, Rakh Thanua, Mohar, Tordi, Mada, Sanget, Kud and Patnitop etc. TRAI also evaluated real-world conditions at Bus Stand Katra, Court Complex Udhampur, Katra Railway Station, Patnitop, Shri Mata Vaishno Devi University & Udhampur Bus Stand.

The walk test, conducted on 10th December 2025 & 11th December 2025 in Katra & Udhampur City, focused on, Goal Market Udhampur Old/New Market Katra, capturing mobile network behaviour in crowded pedestrian environments.

The highway route was also conducted from Katra to Udhampur passing through Sen Brahmana, Kapad Chang, Nagrota, Barial and Sewali etc. to assess the mobile network experience in high-speed transit.

The railway route was also conducted from New Delhi to Katra passing through Ambala Cantt Jn, Ludhiana Jn, Kathua, Jammu Tawi & Martyr Captain Tushar Mahajan to assess the mobile network experience in high-speed transit.

The tests were conducted using TRAI suggested equipment and standardised protocols in real-time environments. The detailed report is available at TRAI website www.trai.gov.in. For any clarification/information, Shri Vivek Khare, Advisor (Regional Office, Delhi) TRAI may be contacted on email: adv.ca@trai.gov.in or at Tel. No. +91-11-20907772.



(Vivek Khare)
Advisor, RO Delhi, TRAI